

Welcome

Helpful information on
your new energy account



enÉrgia

Fáilte

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Welcome to Ireland's greenest energy supplier

We're delighted you've chosen
Energia's green energy for
your home.

We work towards creating a sustainable future that we can all be proud of, operating one of Ireland's biggest wind farms and providing 100% green energy to all our customers.

This welcome pack has all the useful information you'll need to manage your energy account and get the most out of our positive energy service.

We also have a range of services available to customers with special requirements due to age or medical condition.

We are always committed to you. You'll find our Customer Charter and Codes of Practice on our website at [energia.ie](https://www.energia.ie)

If you have any questions please call us on **0818 405 405** (lines open Monday to Friday, 9am to 5pm) or contact us through our website at [energia.ie/contactus](https://www.energia.ie/contactus)

Manage your account online

Simply putting you in control and making it easy to manage your account.

Easily register for Energy Online to:

- View bills and make online payments
- Monitor energy usage
- Submit meter readings
- Update account details and marketing preferences
- Get exclusive offers with Energia Rewards

Register now at energyonline.energia.ie

You will need your:

- 1 Email address
- 2 Mobile phone number
- 3 Name as it appears on your bill
- 4 Energia account number (also on your bill)

ENERGIA ONLINE APP

Smart thinking! Enjoy all the same benefits of Energy Online with our powerful app. Just search “Energia Energy Online” to download our app today.



Paying your bill

There are several easy ways to pay your bill.

DIRECT DEBIT

Direct debit payments are simple and straightforward, taken automatically 14 days after your bill is issued. Want to set up a direct debit payment or make a change to your current direct debit? Contact our Care Team on **0818 405 405**, weekdays 9am to 5pm.

LEVEL PAY

Level Pay helps take the bite out of your bi-monthly bills by estimating your annual spend and spreading it across 12 monthly payments. We'll review the payment amount regularly.

FASTPAY

FastPay is our easy online option for making debit and credit card payments. Plus, if you're set up with direct debit payments, you can use FastPay to add or build up credit towards future bills; any bills issued or due to be issued will be collected by direct debit. You can access FastPay either through your Energy Online account, or by going directly to fastpay.energija.ie

DIFFICULTY PAYING YOUR BILL

If you're having difficulty paying your bill, please don't hesitate to get in touch with us. We understand that there are times when customers experience genuine financial hardship and we're here to work with you to find the payment option that suits you best.

Understanding your bill

Your new Energija bill might look a little different from your previous supplier's, so let's shine a light on a few of the key details.

Every two months you'll receive one bill for each fuel type from Energija. Your first bill may arrive a bit sooner (depending on when we receive a meter reading from ESB Networks or Gas Networks Ireland).



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Mr. Murphy,
1 Main Street,
Any Town.

Premises Supplied:
1 Main Street, Any Town.

Your bill summary

| | | |
|---|------------------|-------------|
| Opening Balance | €0.00 | CR = Credit |
| Payments received | €0.00 | |
| Account balance before this bill | €0.00 | |
| Charges for this period | €1,748.16 | |
| New account balance (A+B) | €1,748.16 | Amount Due |

Payment information
You could be enjoying cheaper bills. Please call our Customer Helpline or visit our website to find out more about our discounted payment options.

Average daily use (units)

| | | |
|-----------------------|---------------|--|
| This period | 44 | |
| Same period last year | not available | |

VAT Registration Number: IE 632 60350. Registered VAT Address: Millhouse, Ashtowngate, Navan Road, Dublin 15, Ireland

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- 1 Your GPRN (Gas Point Reference Number) on your gas bill, or the MPRN (Meter Point Reference Number) on your electricity bill. This is a unique number for the gas or electricity supply at your address.
- 2 Your Ennergia Customer Account Number.
- 3 Your chosen tariff.
- 4 Your account balance prior to the issuing of this bill.
- 5 Your gas or electricity charges for this billing period, which are broken down on the second page.
- 6 Your new account balance including this bill.

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www.energias.ie/contactus

1850 405 405
(Mon-Fri 9am to 5pm)

Your bill details

This period's electricity use

| Meter Z000008639 | | | |
|------------------|----------|---------|-------|
| Unit type | Previous | Present | Units |
| Standard | 29840A | 29840E | 5,480 |
| E = Estimated | | | |

This period's transactions

| | |
|--------------------------------------|------------------|
| Standing Charge | €72.39 |
| 5,480 Units at €0.138 per Unit | €756.24 |
| Your discount for this period | €103.58 CR |
| Public Service Obligation Levy 5,480 | €822.00 |
| 5,480 Units at €0.15 per Unit | |
| Sub Total before VAT | €1,547.05 |
| VAT on €1,547.05 at 13% | €201.11 |
| Total charges for this period | €1,748.16 |

Your account status

| | |
|---------------------------------|--------------|
| Opening Balance | €0.00 |
| Payment received | €0.00 |
| Balance before this bill | €0.00 |

PAGE 2

- 7 Your meter readings, where E = Estimated, A = Actual (read by ESB Networks or Gas Networks Ireland), and CU = Customer-read.
- 8 Your units used during the billing period.
- 9 Your total charges for the billing period.
- 10 Your account balance prior to this bill and the payment received.

Please note that Dual Fuel customers receive separate bills for each fuel type.



Smart meters

ESB Networks are upgrading homes across Ireland with next generation smart meters.

New and innovative, smart meters give you better control over the ways you use energy by tracking your energy usage.

ENERGIA SMART TIP

Put your washing on outside of peak hours to avail of our cheaper rates. Use a cold rinse to conserve energy and try to wash a full load rather than two half loads.

WHICH TARIFF TYPE ARE YOU?

A non-half hourly tariff: your bills are based on meter readings taken every two months.

A half hourly tariff: meter readings are sent directly from the meter every half hour.

SMART CONNECTIVITY QUALITY

The connectivity quality to and from your smart meter will determine whether you're eligible for half hourly or non-half hourly tariffs.

Smart meters also enable the introduction of 'Time-of-Use' tariffs. These tariffs help you control energy usage and take advantage of cheaper, off-peak rates.

We currently have three Time-of-Use timebands, which may vary by tariff:

- Day Off-Peak from 8am to 5pm and 7pm to 11pm
- Night Off-Peak from 11pm to 8am
- Peak from 5pm to 7pm



Meter readings

Energia bills you six times per year for each fuel type.

Your meters are read four times a year by ESB Networks and Gas Networks Ireland, and the remaining two are either estimated, leading to an estimated bill, or customer-read, ensuring your bill is accurate.

If you have a smart meter, not only are you eligible for Energia connected services that help you reduce your energy costs and your carbon footprint, but you can also significantly reduce the need for estimated bills. Check out the Smart Meter Upgrade Programme here to see how you can get connected energia.ie/smart-meter-upgrade

READING YOUR METER

Check out the ESB Networks website for everything you need to know about reading your meter esbnetworks.ie

SUBMITTING YOUR READING

There's a whole host of ways to submit your meter reading; through your Energy Online account, on our Energia App, by calling us at **0818 405 405**, weekdays 9am to 5pm, or by using our web form energia.ie/contactus. You'll need your meter reading and your account or MPRN / GPRN number.

Moving home

Before you settle into your new home, make sure you're not being charged for usage at your old address.

Transferring your account is easy; just let us know the closing meter reading at your old address and the new MPRN / GPRN and opening meter reading at your new one.

Call **0818 405 405** and press 1 on the main menu, weekdays 9am to 5pm.



Frequently asked questions



HOW WILL I BE BILLED?

If you have registered for Energy Online, we'll email you when your bill is available to view through your online account.

Alternatively, if you haven't registered for Energy Online, your bill will be sent by post.



WHEN WILL I BE BILLED?

You will be billed every two months (Dual Fuel customers will receive separate bills for electricity and gas).

Your first bill may arrive sooner depending on when we receive a meter read from ESB Networks or Gas Networks Ireland.



HOW DO I PAY?

A direct debit should have been set up during your registration.

You will receive a notification asking you to confirm that your bank details are correct. Your full account balance will be debited by direct debit 14 days after the bill date.



If you have chosen to pay by monthly direct debit (Level Pay), we will request the same amount each month to go towards your bi-monthly bills.

Payments will be reviewed at least once per year and we will contact you if your payments need to be amended to cover the bills. You can also contact us at any time to review your payment amount.

HOW DO I SUBMIT METER READINGS?

The Network Operator (ESB Networks or Gas Networks Ireland) will visit you at least 4 times each year to take a meter reading (unless your smart meter is remotely read).

If they don't visit or are unable to read your meter, an estimated reading will be produced based on previous usage.

This meter reading will be used to produce your bill. If you receive more than one estimated bill or you think the estimate is wrong, please contact us.

Energy saving tips



HEATING

Smart valve radiators with timers ensure you don't waste energy during the night or heat empty rooms.



LIGHTING

Lower lighting costs by letting daylight in and reducing unnecessary lighting.



APPLIANCES

Ovens use a lot of energy when cooking so increase efficiency by preparing multiple dishes simultaneously.



WATER SAVING

Keep your hot water cylinder at 60°C – any hotter is a waste of energy... and money!



ENERGY EFFICIENCY

Guarantee yourself peace of mind by having your boiler serviced regularly.

Vulnerable customer registration form

YOUR DETAILS

Name

Address

Phone

Email

Acc. No.

PLEASE TICK THE BOX THAT APPLIES TO YOU

Aged 66 or over, living alone, with another vulnerable person or with minors

Blind or Visually Impaired

Mobility Impaired

Mental Health

Learning Disability

Deaf or Hearing Impaired

Critically dependent on medical equipment

Life Support Non Life Support

If you are critically dependent on medical equipment, your information will be forwarded to ESB Networks or Gas Networks Ireland. Please note we may ask you to provide medical evidence of your vulnerability.

SERVICES REQUIRED

Braille bill Talking bill

Large print bill

REDIRECTING BILLS TO A CARER

If you would like us to send your bills and other communications to a carer, relative, or friend, please provide their details below.

Name

Address

Phone

Mobile

Email

Signature

Date

If you have any queries about filling out this form, please call us on **0818 405 405**

PLEASE RETURN THE COMPLETED FORM TO:

Energia, Freepost FDN5256,
PO Box 12380, Dublin 2

If you would prefer to chat with us about registering a vulnerable customer rather than filling out this form, please call us at **0818 405 405** or fill out the form online by [clicking here](#).



CONTACT US

Energia, PO Box 12380, Dublin 2

W energia.ie/contactus

T 0818 405 405

Find out more details about our services or check our terms and conditions on our website energia.ie

Issue with your electricity or gas supply?
Please contact ESB Networks or Gas Networks Ireland directly.

ESB Networks
24hr Emergency Line:
1800 37 29 99

Gas Networks Ireland
24hr Emergency Line:
1800 20 50 50

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